

**General Services Administration
Federal Supply Schedule**

for

Schedule 70



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**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES**

CORPORATE INFORMATION TECHNOLOGY CONSULTING EXPERIENCE

Consulting Services

Cognosante, LLC ("Cognosante") provides expert advice, assistance, guidance, or counseling in support of agencies' management, organizational, business improvement, and information technology efforts. Cognosante also provides studies, analyses, and reports documenting any proposed development, consultative, or implementation efforts. Our consultants are content experts with senior-level experience in both operations and consulting, and have been involved in such innovative projects as:

- Development of the plan for managed care programs for the State of New Mexico
- Identification, analysis and documentation of "best practices" for Medicaid fraud and abuse detection in behalf of DHHS/CMS (formerly HCFA)
- Reengineering of the Nevada Medicaid Program and supporting information systems
- Business process redesign in response to HIPAA requirements
- The CMS Medicaid HIPAA Compliance Concept Model (MHCCM), a web-based tool to support Medicaid agencies and other payers of health services in implementing HIPAA
- A successful approach to assist CMS in assessing Y2K readiness of state Medicaid agencies and technical assistance workshops to assist states
- Development of a county-wide HIV/AIDS physician network to provide integrated comprehensive services in a managed care system
- Development of the Medicaid managed care information system in Arizona, the most mature Medicaid managed care system in the nation
- Innovative procurement models for systems requirements definition and acquisition

Specifically, our consulting services are focused in these areas:

Strategic Systems Planning

- Information system strategies
- Analysis of system requirements and specifications

- Facilitation of Joint Application Design (JAD) sessions
- Systems procurement support – RFP development, proposal evaluation
- Independent verification and validation (IV&V)

Business Process Improvement

- Operational assessment and review
- Operational improvement and process redesign

Management Consulting & Strategic Planning

- Strategic systems planning
- Program development and evaluation
- Facilitation
- Feasibility studies
- Cost-benefit analysis

HIPAA Compliance Solutions

- Awareness education and training
- Strategy development
- Compliance execution and monitoring
- Post-compliance assurance

Independent Verification and Validation (IV&V) Services

Cognosante performs Independent Verification and Validation (IV&V) services for its clients who are implementing new systems or programs using comprehensive and robust methodologies that help ensure complete, accurate, timely, and cost-effective outcomes. Our internal methodologies are compatible with the IEEE Std. 1012-1998 "Standard for Software Verification and Validation." We have applied our methodology to the development and implementation of Medicaid, managed care, public health, and mental health information systems, including custom-developed systems as well as Commercial Off-the-Shelf Systems (COTS) products.

Our services include the following activities:

- Development of an implementation work plan including identification of tasks, start dates, duration, dependencies and resource requirements
- Review and validation of system requirements including functionality, interfaces, data model, documentation, testing, operations and maintenance
- Review and validation of various system design documents
- Review and validation of test plans and results
- Review and validation of implementation activities
- Review and validation of operations

Facilitation Services

Cognosante provides facilitation and related decision support services to agencies engaging in collaborative efforts, working groups, or integrated product, process, or self-directed teams. Examples of our extensive facilitation services include, but are not limited to:

- Conducting Joint Application Development (JAD) sessions and documenting resulting in automated tools and software (e.g., CASE tools)
- Consensus modeling and building
- Group voting activities
- Assisting in procurement processes
- Development of draft and final reports for dissemination
- Strategic planning workshops
- Logistical meeting/conference support when performing IT consulting services
- Evaluation of decision support systems
- Facilitation of technical proposal evaluation sessions
- Extensive user interviews and workgroup facilitation to establish system requirements

Our facilitation services have been used to identify new system requirements, develop new programs, evaluate vendor proposals, and other functions within organizations.

Privatization Support Services and Documentation (A-76)

Cognosante provides expert advice, consultation, assistance, and documentation in support of studies conducted under privatization or commercial activities, studies, projects, or efforts. Examples of our privatization support and documentation services include, but are not limited to:

- Strategic planning support (e.g., conducting the "buy versus build" decision)
- Requirements Analysis and alternatives analysis
- Facilitation of consensus for privatization alternatives
- Advance Planning Document (APD) development for federally funded programs
- Developing, writing, releasing Requests for Proposals (RFPs) for the procurement of systems and contractor services
- Developing evaluation methodologies incorporating functional, technical and cost elements
- Developing Evaluation Manuals for organizations performing their own evaluation

- Evaluating proposals for proposals needing expert consultant assistance
- Evaluation Results Report to validate and document the evaluation process and outcome
- Providing evaluation support such as accepting and disseminating proposals, facilitating oral presentations, developing recommendations
- Contract Terms and Conditions
- Contract negotiation support

Program Integration and Project Management Services

Cognosante provides services in the management, integration, programs, and projects. Our consultants have proven skills and experience that encompasses all elements of the Systems Development Lifecycle including, but not limited to, the following service activities:

- Program management
- Program integration/leadership
- Program oversight
- Project management
- Business requirements development and needs analysis
- Feasibility studies
- Training and documentation development
- Joint Application Design (JAD) facilitation
- Business process improvement analysis
- Review and validation of software change management and maintenance

Consultants available for this category have demonstrated project management skills with both internal and external project teams and extensive experience in project team management, interacting with client department heads, agency secretaries and officials, and state control agencies.

This service category includes the full range of industry standard project management services including project plan development, using a variety of automated project planning tools (e.g., Microsoft Project and Project Managers Workbench). This service is provided by Cognosante consultants that possess skills and knowledge of industry accepted current Project Management Methodologies that conform to the Project Management Institute (PMI) Project Management Body of Knowledge® (PMBOK®).

We have provided this support to internal client as well as “mixed” client and consultant project teams and been able to achieve complex project objectives. Our project managers have been able to manage, lead and motivate these types of project teams successfully.

Cognosante FSS Schedule 70 Labor Category Requirements

Education Equivalency

For All Labor Categories Minimum Education Equivalents are:

Master's Degree (M.A. or M.S.) = Bachelor's degree + two years' experience relative to the specific position or six years' experience relative to the specific position.

Bachelor's Degree (B.A.) = two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position.

Associate Degree (A.A.) = one to two years of experience relative to the specific position.

SCA eligible categories

The Service Contract Act (SCA) is applicable to this contract, and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order will be discounted accordingly.

** Indicates SCA eligible categories.

SCA Labor Matrix

SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Customer Service Representative I	01112 – General Clerk II	05-2407
Customer Service Representative II	01113 – General Clerk III	05-2407

Administrative/Clerical

Description

This position is responsible for performing a full range of administrative functions, of a confidential nature, for the Division Vice President (VP) of Sales. Responsibilities include composing correspondence, preparing and updating reports, maintaining a sales activity database, arranging travel and meetings, etc. Acts as a receptionist for VP with considerable contact with business clients and internal staff. Maintains official corporate records and executes administrative policies. Requires substantial independent judgment, knowledge of operations, and ability to act independently.

Minimum Training

Excellent PC Skills – must be proficient in the use of MS Office Suite (Word, Excel, Outlook, PowerPoint, and Access). MS Access and good organizational skills are a must. Basic experience in making travel arrangements. Prior experience in scheduling and facilitating meetings. Good communication skills, both oral and written. Must be able to work in a fast paced and deadline-driven environment and work minimal overtime, as required.

Certifications

N/A

Education/Experience

Associate degree (A.A.) or equivalent from a two-year college or technical school and three to four years' related experience, or High School diploma and three to four years of related experience.

Baseline Service Level Agreement/Metrics Researcher

Description

Responsible for researching usual standards of performance for various activities to be used as benchmarks for employees, vendor, or other performance. Develops reasonable standards for performance for each contracted area which represents minimal or optimal performance levels under contracts. Those standards would be used to develop service level agreements for each vendor.

Minimum Training

At least three years of related experience.

Certifications

N/A

Education/Experience

B.S./B.A. degree or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Business Analyst

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial, or business processes, and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Bachelor's degree (B.A.) from a four-year college or university, or two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position.

Senior Business Analyst

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial, or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or Bachelor's degree + two years' experience relative to the specific position; or four to 10 years' related experience and/or training.

Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Bachelor's degree (B.A.) from a four-year college or university or two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position.

Senior Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or Bachelor's degree + two years' experience relative to the specific position or six years' experience relative to the specific position.

Contracting Specialist

Description

- Assists in planning and design of new software applications with focus on full system compliance with The Health Insurance Portability and Accountability Act (HIPAA) administrative simplification regulations.
- Serves as subject matter expert (SME) for project team for HIPAA administrative simplification regulations.
- Assists in the planning and design of (Electronic Data Interchange) EDI specifications and transaction mapping.
- Participates in software development through the identification of system requirements, change request definition, program specification review, system & acceptance testing, training and serving as client liaison again with focus on HIPAA administrative simplification regulations.
- Assists in the system testing effort.
- Stays current with new HIPAA administrative simplification regulations and revisions to existing regulations.
- Develops training standards, plans, and materials.
- Conducts training or demo sessions for users, potential clients, or staff.
- Develops user manuals, proposals, system help, and system documentation.

Minimum Training

Position may involve JAD, Testing, Quality Assurance (QA), HIPAA, Healthcare, and EDI.

Certifications

CACM or CPCM certification a plus.

Education/Experience

Bachelor's degree (B.A.) from a four-year college or university or two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position. Minimum of five years of experience as a Government Contracting Officer/Contract Specialist. Significant experience in contracting in both the pre- and post-award arena. Experience in preparing solicitations, negotiating contracts, preparing statements of work (SOWs), assisting in the source selection process and administering all different type of contracts (firm fixed price (FFP), cost reimbursable, and time and materials (T&M)).

Conversion Specialist

Description

Responsibilities include identifying and analyzing acquired operating systems and converting all data to the new platform system. This position reports to the Acquisition Team Leader and interacts closely with all other team members. Special projects will be assigned as required.

Minimum Training

- Strong data analysis, application operations, and business analysis skills.
- Good understanding of data converted and available technical tools, formats and file structures of receiving files, and values and code sets used in application.
- Extensive experience in applicable system environment.
- Ability to analyze and coordinate data file conversions and file importing from various operating systems into company platform.
- Strong verbal and written communication skills required.
- Relevant programming knowledge.

Certifications

N/A

Education/Experience

B.S./B.A. degree or equivalent experience, plus three years of related experience

Database Analyst

Description

Responsibilities include implementing and maintaining all operational functions of database system including daily, weekly, and monthly loads; data definition language (DDL); data manipulation language (DML); access tuning; and space allocations. Consults with users, determines requirements and recommends database design and implementation strategies. Provides comprehensive consulting at highest technical level, ensuring efficiency and security. Researches and evaluates alternatives and recommends solutions for database and system design. Codes, tests, and implements scripts necessary to support database operations and monitoring. Supports problem resolution and database performance tuning. Consults and advises on application design and structured query language (SQL) tuning. Provides data administration support for the development and maintenance of production and test database environments. Participates in product evaluations, design review sessions, data requirement meetings, and consulting with application development products.

Minimum Training

Strong knowledge of database schemas and relational database structure, data elements dictionary, data modeling, and diagrams. Strong analytical abilities required for interacting with customers to evaluate work and provide technical assistance. Good interpersonal skills required for interacting with customers and clients and providing technical assistance to resolve problems. Good organizational skills required for effective communication. Knowledge of healthcare data and applications beneficial.

Certifications

N/A

Education/Experience

Bachelor's degree (or equivalent work experience) in one of the following disciplines: computer science, information management, business, mathematics, or related field in order to provide consultative and technical expertise to customers. Work typically requires five or more years of experience, including a minimum of two years' experience as database analyst. Requires experience with multiple architecture platforms such as UNIX, Sequel, and mainframe environment.

Documentation Specialist

Description

Under general direction and guidance, creates, maintains, and publishes policy and procedure documentation, forms, proposals, requests for proposals, deliverables, instructional and job aids, and PowerPoint presentations. Duties include information development using prescribed formats, form design, and graphic design. Will work with a small team of writers and trainers to adapt or develop materials appropriately for reference and training.

Minimum Training

Knowledge and skills with MS Office (Word, Excel, PowerPoint, Access), Dreamweaver, Adobe Photoshop, HTML. Excellent organizational and communication skills are essential.

Certifications

N/A

Education/Experience

Bachelor's degree in Applied Writing, Journalism, from four-year college or university or two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position, and two to three years' experience in procedural writing and newsletter writing preferred. One to two years' experience with web-based delivery of documentation desirable.

Evaluation Specialist

Description

Responsible for evaluating competitive proposals from vendor/contractors in order to select the proposals representing best value to the government area. Will apply procurement specific evaluation criteria against each proposal. Will evaluate objective and subjective elements of each vendor qualifications, technical approach, staff qualifications, and cost.

Minimum Training

Must have experience evaluating proposals for large and complex systems and service contracts.

Certifications

N/A

Education/Experience

B.S./B.A. degree from a four-year college or university or two years of college + two years' experience relative to the specific position or four years' experience relevant to the specific position, plus three years of related experience.

HIPAA TCI Subject Matter Expert

Description

Subject Matter Experts for Transactions and Code Sets (TCI) analyze the flow of electronic data in and between systems. They conduct transaction data mapping for gap analyses and conduct testing and implementation of healthcare systems. They also participate in requirements analysis and conduct systems design and development activities.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA), particularly as they pertain to Transaction and Code Set Instructions.

Certifications

N/A

Education/Experience

B.A./B.S. degree from a four-year college or university or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

HIPAA Privacy Subject Matter Expert

Description

Privacy Specialists are experts in the secure electronic handling of personally identifiable information. They examine privacy policies and procedures, administer privacy questionnaires, and gather other documentation related to the handling of personally identifiable information. In addition, they identify gaps in compliance with the HIPAA privacy regulations, make recommendations for achieving compliance, and determine what actions will ensure that Protected Health Information (PHI) are handled correctly.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA), particularly as they pertain to Privacy regulations and related issues.

Certifications

N/A

Education/Experience

B.A./B.S. degree from a four-year college or university or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

HIPAA Security Subject Matter Expert

Description

Security Specialists are responsible for examining existing information security policies and processes. They document security policies, assessing risk and developing security compliance plans. Furthermore, they research development approaches, recommend security software and systems, and conduct systems analysis. The SMEs will use automated risk analysis tools to offer security risk analysis for data collection, analysis, and establishing a baseline assessment for the targeted systems and/or applications. They produce risk analyses to identify the risks and issues and make recommendations for compliance with state and federal requirements. Together with customers and other stakeholders, they review existing documentation, develop plans of action and milestones for certification and accreditation, and provide initial guidance for required artifacts through the development of security documentation templates.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA), particularly as they pertain to Security regulations and related issues.

Certifications

N/A

Education/Experience

B.A./B.S. degree from a four-year college or university or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

JAD Facilitator

Description

Support the ongoing process of new requirements definition, systems analysis, life-cycle development, and analyzing and documenting business and technical requirements.

Specific areas of activities will vary. Tasks shall include:

- Defining and documenting business processes and user requirements.
- Defining data requirements, both for source data and reporting requirements, to meet the needs of business processes and user requirements by means of current source data as well as new source data.
- Developing interface requirement specifications for new data.
- Analyzing and developing business process models.
- Preparing and presenting formal briefings to management and vendors as needed.
- Performing functional evaluation of vendor design proposals and providing well-documented recommendations.
- Providing change management expertise.
- Supporting efforts of team members and internal organizations to archive successful system development.

Minimum Training

- Be proficient in the entire MS Office package, including PowerPoint, Access, and Project.
- Have highly developed oral and written communication skills.
- Have highly developed skills in business analysis, systems analysis, business process modeling, data modeling, and organizational skills.
- Have flexibility, adaptability, and the ability to learn very quickly.

Certifications

N/A

Education/Experience

We require assistance of an analyst who knows Full Life Cycle Development and knows how to "build a system". However, this individual will not program. The candidate must:

- Have a thorough understanding of system development.
- Be able to lead and/or document Joint Application Development (JAD) sessions with and understanding of technical issues related to system development and implementation.
- Have a BA/BS and a minimum of eight years of experience in requirements analysis and system development.

Management Consultant

Description

Under general direction and guidance, aids in preparing and analyzing project plans, understanding and applying basic consulting principles, documenting processes and writing requirements, works closely with team members to understand client needs.

Minimum Training

- Candidate must have solid analytical skills and ability to utilize databases as the primary means for reporting. Must have strong MS Access experience.
- Must have good Microsoft Office skills, including Excel, Word, and PowerPoint.
- Must have excellent verbal and written communication skills.
- Strong analytical skills.
- Requirements analysis, financial services experience desirable.
- Customer relationship management (CRM) experience is a plus.

Certifications

N/A

Education/Experience

- One to two years of prior work experience in Consulting or IT environment.
- Previous experience in testing or programming.
- Bachelor's degree in Management Information Systems (MIS), Computer Science, or Engineering, or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Modeler

Description

Responsible for supporting the analysis and mapping of the data contained within a variety of legacy sources systems to the target system/application. Also, responsible for reviewing the data currently available in the legacy systems and mapping this to data to the target system, while resolving characteristic differences between, to meet system standards and specifications. Requires developing a mapping between the source and target and defining necessary data transformations to support the movement of data to the target system.

Minimum Training

Candidates must have solid knowledge of application programming techniques, the ability to use SQL languages. Knowledge and familiarity with an Oracle database management system (DBMS), its utility tools, and an understanding and use of data modeling tools.

Individual must be motivated and must adapt well to a changing environment and has excellent verbal communication and writing skills. The ability to work independently or in a team environment.

Certifications

N/A

Education/Experience

Four-year degree in Computer Science or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position. At least five years of professional consulting experience including experience with data migrations, data mapping analysis, and the development of data transformation logic.

Privatization Planning Consultant

Description

Responsible for identifying administrative, professional, operational, and information technology services, which could be cost effectively outsourced to the private sector. Develops appropriate strategies for contracting out the privatized services and transitioning from government operations. Plans and implements the process for procurement of those services, including development of statement of work (SOW) and criteria to be used for evaluating responses from vendors or contractors.

Minimum Training

Must be knowledgeable in Federal Acquisition Regulations (FAR) and other requirements related to procurement of contracted services for federal agencies.

Certifications

N/A

Education/Experience

B.S./B.A. degree, three years of related experience

Process Analyst

Description

This position's overall objective is to identify and implement the right business processes for the company. This incumbent is responsible for leading research, analysis for recommendations to solve business problems, by determining solutions via business processes. Additional responsibilities include assisting the field-based organization to create process capabilities and increasing performance of existing processes through workflow analysis. This will be accomplished by planning, managing, and monitoring performance improvement efforts from concept through implementation.

Minimum Training

- Formal process engineering and use case development.
- Significant knowledge of the software life cycle (SLC).

Certifications

N/A

Education/Experience

- Bachelor's degree in MIS, computer science, or engineering, or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.
- Demonstrated ability with business requirements definition and technical specifications.
- Test plan, data preparation, and test execution experience.
- Release management, quality assurance, and production application support.
- Specific knowledge of wireless or cable industry preferred.
- Project Management experience preferred.
- Appropriate candidates will have significant experience in large-scale, billing package, (COTS) integration projects with specific expertise in the design, requirements specification, and documentation and implementation of process improvements.

Senior Process Analyst

Description

The Senior Business Process Analyst will act as an internal consultant and is responsible for maintaining process expertise for one or more of the following process areas: revenue, inventory, manufacturing and other business processes. Additional responsibilities include process standardization supported by standard operating policies (SOPs), managing new SOPs through the approval processes, and the development, implementation, and training of new or revised processes/SOPs.

Minimum Training

This incumbent must possess strong problem-solving and decision-making skills and process management concepts. Additionally, strong leadership, initiative, communication, organization, and presentation skills are required.

Proficiency with software systems: enterprise resource planning (ERP), Microsoft Word, Excel, PowerPoint (or other flow-charting software), and Project are preferred.

Certifications

N/A

Education/Experience

Bachelor's degree in a business-related field with three to five years of relevant experience within a professional IT business environment or four years' experience relevant to the specific position.

Proven experience working with and supporting all levels of management through special studies, briefings, project management and research is required.

Program Integration Specialist

Description

This position is responsible for planning and ensuring success in all program integration related tasks. The person in this position is accountable for ensuring integration goals and objectives are accomplished within specifications. Interacts with client management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

B.A./B.S. Degree or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Three or more years of experience in a related field including supervisory or management experience.

Program Manager

Description

This position is responsible for planning and directing all project level activities. The person in this position is accountable for ensuring goals and objectives of program are accomplished within contract terms and conditions. Interacts with client management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

B.A./B.S. degree or two years of college + two years' experience relative to the specific position, or eight to 15 years of experience in a related field including supervisory or management experience.

Program Oversight Specialist

Description

This position is responsible for oversight of all program integration related tasks. The person in this position is accountable for overseeing program integration and management goals and objectives are accomplished successfully. Interacts with client and management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

B.A./B.S. Degree or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Three or more years of experience in a related field including supervisory or management experience.

Programmer

Description

- Provides programming support for the organization's business applications.
- Reviews, analyzes, and modifies programming systems including encoding, testing, debugging, and installing to support business applications.
- Gathers requirements from users, creates specifications, and develops code using various computer languages.
- Designs and writes code to support existing applications and operating systems.

Minimum Training

Bachelor's degree (B. A. or B. S.) in computer science or related field or equivalent combination of education and experience.

Certifications

N/A

Education/Experience

Familiarity with relational database concepts and client-server concepts. Must have knowledge of commonly used programming concepts, practices, and procedures. Must have excellent communication, problem solving, and customer service skills. Computer languages including Visual Basic, Java, C++ operating systems, Microsoft Windows, and UNIX.

Programmer / Analyst

Description

Completes written systems analysis and design tasks that are technical in nature and in full scope of requirements. As directed by team leader, interacts with users, peers, and other technical staff as needed during the requirements analysis, design, development, test review, and implementation of assigned tasks. Develops and modifies computer programs of the highest level of complexity. Prepares job control language (JCL) (or other operating control language required by the environment), as necessary. Performs unit and system testing, with minimal supervision. Prepares test data for unit and system testing and program documentation. Applies knowledge of database structure, at the highest level of intricacy, as applicable to the environment being worked upon. Assists other programmers with technical tasks. Performs complex analysis of computerized systems development, often interacting with other technical teams. Maintains up-to-date knowledge of business area being worked upon and continually reviews how that business function interacts with the other business functions that form the entire business process.

Minimum Training

Bachelor's degree (B. A. or B. S.) in computer science or related field, or equivalent combination of education and experience.

Certifications

N/A

Education/Experience

Must have detailed knowledge and skills in database concepts and relational methodologies. Must be proficient in all aspects of coding and testing efficient and effective new or existing programs. Must be able to direct other data processing personnel and coordinate project schedules. Must have a minimum of two years' experience in a relational database environment and an additional two years' experience in design and programming of structured applications using CA-IDEAL, Cobol II, Visual Basic, PL/SQL, Oracle Forms, or other application development tools in use for a total of four years' minimum experience. Must be familiar with structured development concepts, such as top/down design, and structured walk-through. Must have good interpersonal and communications skills, both verbal and written.

Project Leader

Description

The Project Lead will manage projects, as assigned, using the internal process of product release in accordance with projected timelines and budget. Interface with other Project Leads, developers, and outside contractors to ensure the success of projects as assigned, including client, infrastructure, regulatory, and web projects as they pertain to the development and technology teams. Resolve cross-functional issues that arise, during the conduct of assigned project initiatives. Responsible for managing projects in accordance with the standards developed and approved as "development and technology project methods." Responsible for managing the software development life cycle (SDLC) for assigned projects and ensuring the integrity of the Adaptive Security Device Manager/Security Device Manager (ASDM/SDM) and change control process for those projects.

Minimum Training

The successful candidate will possess strong technical project management skills, sound decision-making skills, sound judgment, and conflict resolution skills.

Certifications

N/A

Education/Experience

High School diploma required. The position requires at least three years of project management experience, with at least one year of multiple project management experience, a basic understanding of software development methodologies and the ability to work with simultaneous projects that have constant aggressive deadlines.

Project Manager

Description

Provides complex project management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manages daily activities, hours of work, and place of work of all consultants and contractors assigned to project in accordance with the approved project work plan.
- Monitors status of all project tasks and deliverables and advises senior management of any significant variations.
- Monitors project budget and advises senior management of any significant variations.
- Reports as required to the client contact and manages the expectations of clients.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial, or business processes and information systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Collects, documents, and analyzes information concerning clients' current clinical, financial, or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.
- Manages client invoicing, which includes tracking client receivables and payments and contacting project clients regarding late payments.
- Supervises all consultants and contractor assigned to the project.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or Bachelor's degree + two years' experience relative to the specific position or six years' experience relative to the specific position; or four to 10 years' related experience or training.

Quality Assurance Manager

Description

Responsibilities will include, but not limited to the following: supervises Quality Control Analysts. Performs special audits, prepares comprehensive reports and graphical representations of auditing statistics, and extrapolates audit report findings. Prepares narrative reports of audit findings, which identify impacts, trends, and recommendations. Provides project management and supervisors with feedback on process or staff effectiveness. Participates in the interview and hiring process, and performs other duties as may be assigned by management.

Minimum Training

- Demonstrated computer literacy in Microsoft Access, Excel, and Word.
- Strong people management skills.
- Excellent organizational, interpersonal, written, and verbal communication skills.
- Ability to perform comfortably in a fast-paced, deadline-oriented work environment.
- Ability to successfully execute many complex tasks simultaneously.
- Ability to work as a team member, as well as independently.

Certifications

ISO 9000 Internal Auditor Certification (preferred).

Education/Experience

Bachelor's degree from an accredited college or university with relevant course work in accounting, statistics, or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Preferred qualifications include two years of experience in quality assurance, internal auditing, or accounting in a healthcare or production based environment.

Scribe

Description

Provides support to Facilitator of Joint Application Development (JAD) sessions. Responsibilities include documenting results of session(s), managing issues which may need to be resolved outside of sessions, and presenting results of previous sessions to participants.

May need to work with supporting software tools such as Visio, automated computer-aided software engineering (CASE) tools, and other software. May also be required to schedule sessions, issue notifications of upcoming sessions to participants, and maintain sign-in sheets.

Minimum Training

Must be proficient in the use of supporting software tools such as Visio, automated CASE tools, and other software.

Certifications

N/A

Education/Experience

B.S./B.A. degree, or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position. Must possess appropriate skills with necessary software tools.

System Analyst

Description

- Designs, programs, tests, and implements applications, in a timely and efficient manner, in accordance with corporate procedures and standards.
- Modifies and debugs programs, job streams, and other machine-readable material. This activity is typically performed on more complex objects in the system.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements or problems and initiates maintenance of existing programs or designs of a new application.
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- May provide training of users and operational personnel on all aspects of their systems.
- Maintains current applications by analyzing process flows, researching issues, and implementing systems changes.
- Application maintenance may require 24-hour/7day week coverage.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Mainframe programming experience with COBOL, CICS required; DB2, SAS, Roscoe experience desired. Good analytical, presentation, and oral and written communication skills. Proven knowledge in one or more applications or systems.

Certifications

N/A

Education/Experience

Bachelor's degree in Computer Science/Information Systems or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Senior System Analyst

Description

- Designs, programs, tests, and implements applications, in a timely and efficient manner in accordance with corporate procedures and standards
- Modifies and debugs programs, job streams, and other machine-readable material. This activity is typically performed on more complex objects in the system.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements or problems and initiates maintenance of existing programs or designs of a new application.
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- May provide training for users and operational personnel on all aspects of their systems.
- Maintains current applications by analyzing process flows, researching issues, and implementing systems changes.
- Application maintenance may require 24-hour/7day week coverage.
- Continues to develop technical expertise and keeps current with trends and innovations in the banking and IT industry.

Minimum Training

Mainframe programming experience with COBOL, CICS required; DB2, SAS, Roscoe experience desired. Good analytical, presentation, and oral and written communication skills. Proven knowledge in one or more applications or systems.

Certifications

N/A

Education/Experience

Master's degree in Computer Science/Information Systems or Bachelor's degree + two years' experience relative to the specific position or six years' experience relative to the specific position.

System Tester

Description

- Responsibilities include building test plans, overseeing implementation plans with test teams, and reporting results for whole application systems. Tests whole systems performance and oversees testing of software application systems.
- Reviews new requirements of systems applications, reads systems diagrams, reads developed software, and determines where the system must be scaled so stress testing will be focused.
- Alternate sample of daily work might be to work with developers to change the cache algorithm so tests can be loaded more efficiently; they must be able to talk with the technical team.

Minimum Training

Knowledge and experience in implementing a large scale healthcare application. Requires strong knowledge of edits and audits, code sets, and data values. Must have ability to define and document all testing criteria and scenarios. Also must have analytical skills to compare and reconcile the expected versus real test results. Must be able to effectively communicate with technical teams.

Certifications

N/A

Education/Experience

B.S./B.A. degree or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position. Plus two or more years of related experience testing large scale healthcare application implementations.

Technical Writer

Description

Writing and updating engineering documentation supporting the list of customers. Should be familiar with process flow in a business environment and to document this flow on a customer-by-customer basis. Will be responsible for chairing meetings with customers and network engineering staff to obtain information and consolidate in book form. Establish reviewing standards and periodic updating of all customer documentation (yearly). Responsible for web enablement of the documentation records.

Minimum Training

Recommend two years of technical writing experience in a networking environment. Should have background and experience with Microsoft Office, specifically Word, Excel and PowerPoint. Should be fluent with the Visio tool and the skill to initiate and update networking drawings.

Certifications

N/A

Education/Experience

B.A./B.S. (four year degree) or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.

Technologist / System Integrator

Description

Chief technology officer (CTO), Data Architect, Database Developer, Database Administrator (DBA) Developer, EDI Specialist, MIS Manager, Program Analyst, Project Technical Lead, Rapid Application Development (RAD) Developer, Software Design, Software Developer, Sr. Systems Analyst, Systems Architect, Systems Engineer, Systems Analyst, Security Analyst.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Management, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security.

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSD.

Education/Experience

A.A./B.S. Computer and Information Sciences, or six years of relevant experience.

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Management, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, (Structured Query Language) SQL, Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless).

Training Specialist

Description

The Training Specialist is responsible for the development and delivery of technical training to a variety of audiences including Customer Service, Network Operations Center, and Field Service technicians.

Develops, writes, and coordinates training manuals working with managers for specific details. The training manuals should include course content, visual charts, videotapes, slides, etc. Types initial and final drafts of manuals.

- Responsible for creating and delivering training on network operations, network hardware, protocols, security and diagnostic methods.
- Works with technical management to understand their goals, hiring plans, and to identify training priorities.
- Develops a strong working knowledge of the technical organizations and specific job responsibilities of their workers.
- Develops a technical education curriculum; for each specific course, develops competency based, behavioral objectives.
- Plans, creates, and executes training and educational programs for telecommunications product rollouts.
- Measures retention of taught materials and provides feedback to managers.
- Develops and maintains content and delivery of the training intranet site.
- Other duties as assigned.

Minimum Training

- Excellent communication skills, both written and verbal.
- Strong organizational skills, good public speaker, at ease moderating large groups.

Certifications

MCSE certification a plus.

Education/Experience

- College-level degree in one or more of the following: Engineering, Telecommunications, Communications, Business Administration, Teaching or two years of college + two years' experience relative to the specific position, or four years' experience relevant to the specific position.
- Three or more years of network technical training experience.
- High comprehension level of telecommunications network services including voice, long distance, data, Internet, and customer-premises equipment (CPE). Prior sales engineering experience/central office equipment knowledge a plus.

Operations Manager

Description

Responsible for overseeing all high-level system and operation related activities and requirements. Leads and directs the work of lower level management, team leaders, and senior analyst staff. Oversees resolution of all high-level operational issues. Serves as a backup to the Project Director. Responsible for communicating high-level issues needing customer attention to the Project Director and key customer personnel.

Minimum Experience

Minimum of five years' related managerial experience overseeing large production and operation projects. Experience with healthcare operations, oversight of system related activities, and oversight of a national call center operation.

Minimum Education

Bachelor's degree or five or more years of related work experience.

Human Resources Representative

Description

Assists in the coordination and management of various human resource functions, in cooperation with management and Corporate Human Resources (HR). Works closely with HR manager and payroll to ensure all company policies and procedures are being followed.

Minimum Experience

One to three years' related experience and training or equivalent combination of education and experience.

Minimum Education

High School diploma and one to three years' related experience and training.

Supervisor

Description

Supervises staff and maintains staffing levels with assistance from Human Resources. Provides staff with the opportunities to reach their maximum potential by providing them with the tools, skills, and guidance to become proficient. Monitors and allocates resources, as necessary, to meet and exceed contractual requirements.

Minimum Experience

One year supervisory experience.

Minimum Education

Bachelor's degree or 6 years of equivalent leadership experience.

Technical Specialist

Description

Provides expertise in application and systems software. Performs performance tuning. Undertakes analyses of complex hardware, software, and telecommunications issues. Has experience in development of software and technical operations analyses.

Minimum Experience

Minimum of three years' information technology experience.

Minimum Education

Bachelor's degree or 6 years of equivalent leadership experience.

Customer Service Representative I

Description

Performs a variety of tasks which include responding to telephone, email, and written inquiries; opening, sorting, and scanning incoming mail; reviewing and processing applications; and adjudicating applications suspended for error resolution. Works with the customer to resolve complex issues; or, when necessary, refers issues to CSR II and Systems Coordinator for resolution. Works with a variety of operational and IT systems to perform duties as assigned.

Minimum Experience

Six months' customer service/data entry/IT Call Center Systems or related experience.

Minimum Education

High School diploma or General Educational Development (GED).

**** This is an SCA eligible labor category.**

The Service Contract Act (SCA) is applicable to this contract, and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order will be discounted accordingly.

Customer Service Representative II

Description

Performs a variety of tasks which include responding to telephone, email and written inquiries; opening, sorting and scanning incoming mail; reviewing and processing applications; adjudicating applications suspended for error resolution; works with the customer to resolve complex issues, issues that may be referred from other CSRs and when necessary refers issues to Systems Coordinator for resolution; captures information for quality reports and report generation; performs other special projects. Works with a variety of operational and IT systems to perform duties as assigned.

Minimum Experience

12 months' customer service/data entry/IT Call Center Systems or related experience.

Minimum Education

High School diploma or GED.

**** This is an SCA eligible labor category.**

The Service Contract Act (SCA) is applicable to this contract, and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order will be discounted accordingly.

Quality Analyst/Trainer

Description

Supports the operation and the Quality Management System (QMS) Administrator with their computer operational experience by conducting quality audits, analyzing results and providing feedback to staff members and management, under the supervision of the QMS Administrator. Coordinates training for the operation across all areas. Develops training materials and trains new and existing employees on Computer operations. Analyzes quality trends and workloads and coordinates training to address any identified needs.

Minimum Experience

Six months' customer service/data entry/Call Center IT and computer operations experience. Training and leadership experience.

Minimum Education

High School diploma or GED.

Quality Management System Administrator

Description

Responsible for overseeing, facilitating, and administering ISO standards related to the maintenance and continual improvement of the quality management system. Manages internal audit activities. Coordinates ISO-related training to all employees. Coordinates the measurement analysis and improvement processes. Oversees the work of the QA.

Minimum Experience

Six months' customer service/data entry, Call Center IT Systems, and computer operations experience. Training and leadership experience. Demonstrated ability to solve routine operational problems and carry out standard operating and corrective procedures.

Minimum Education

High School diploma or GED.

Systems Coordinator

Description

Provides coordination and technical support to the operation in regards to systems utilized. Coordinates set-up of new users, maintenance of current users, and ensures accurate user rights. Supports staff and external customers and coordinates training related to various operational systems' functionality. Coordinates and offers solutions to all system issues.

Minimum Experience

Three to six months' related experience. Knowledge of Call Center IT Systems.

Minimum Education

Associates degree or 4 years of equivalent work experience.

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

48 contiguous states and the District of Columbia. Alaska, Hawaii, and Puerto Rico

2. Contractor's Ordering Address and Payment Information:

Cognosante, LLC
8200 Greensboro Drive, Suite 1200
McLean, VA 22102

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The

Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

- (480) 423-8184

3. Liability for Injury or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: 62-428-7306 Block 30: Type of Contractor: C . Large Business

Block 31: Woman-Owned Small Business – No

Block 37: Contractor's Taxpayer Identification Number (TIN): 68-0121468 Block 40: Veteran Owned Small Business (VOSB): No

4a. CAGE Code: 3G7K2

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

FOB Destination for 48 contiguous states inclusive of the District of Columbia. Rates are not inclusive of Alaska, Hawaii and the Commonwealth of Puerto Rico.

6. Delivery Schedule

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

Special Item Number
(Days ARO) 132-51

Delivery Time
30 Days

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 1% - 29 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: N/A
- c. Dollar Volume:

Commercial	>\$1M 0 - 19% >\$5M 0 - 25%
Government	>\$1M 0 - 20% >\$5M 0 - 26%

- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other

8. Trade Agreements Act of 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing:

Not applicable

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services.

These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS

PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when

these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required

to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage!™ is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage!™ will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer
- (2) Manufacturer's Part Number
- (3) Product categories

Agencies can browse GSA Advantage!™ by accessing the Internet World Wide Web utilizing a browser (i.e., Netscape). The Internet address is <http://www.gsaadvantage.gov>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non- Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if--**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s).

Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238- 74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132- 9.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.cognosante.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency- sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION
TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM
NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance
Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall

be modified, in writing, accordingly, if–

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009)

(ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under

Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009)

(ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by:

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure, and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches and conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

NEGOTIATED GOVERNMENT PRICES (NET PRICES)

Labor Category	12/14/14 to 12/13/15	12/14/15 to 12/13/16	12/14/16 to 12/13/17	12/14/17 to 12/13/18	12/14/18 to 12/13/19
Administrative/Clerical	\$68.42	\$69.86	\$71.33	\$72.83	\$74.36
Baseline Service Level Agreements/Metrics Researcher	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
Business Analyst	\$148.63	\$151.75	\$154.94	\$158.19	\$161.51
Consultant	\$132.55	\$135.34	\$138.18	\$141.08	\$144.04
Contracting Specialist	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
Conversion Specialist	\$154.73	\$157.98	\$161.30	\$164.69	\$168.15
Customer Service Representative (CSR) I	\$37.00	\$37.78	\$38.57	\$39.38	\$40.21
Customer Service Representative (CSR) II	\$39.00	\$39.81	\$40.65	\$41.50	\$42.37
Database Analyst	\$154.79	\$158.04	\$161.36	\$164.75	\$168.21
Documentation Specialist	\$128.29	\$130.98	\$133.73	\$136.54	\$139.41
Evaluation Specialist	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
HIPAA Privacy Subject Matter Expert	\$168.57	\$172.11	\$175.72	\$179.41	\$183.18
HIPAA Security Subject Matter Expert	\$168.57	\$172.11	\$175.72	\$179.41	\$183.18
HIPAA TCI Subject Matter Expert	\$182.02	\$185.84	\$189.74	\$193.72	\$197.79
Human Resource Representative	\$47.15	\$48.14	\$49.15	\$50.18	\$51.23
JAD Facilitator	\$143.68	\$146.69	\$149.77	\$152.92	\$156.13
Management Consultant	\$132.51	\$135.29	\$138.13	\$141.03	\$143.99
Modeler	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
Operations Manager	\$87.66	\$89.50	\$91.38	\$93.30	\$95.26
Privatization Planning Consultant	\$154.74	\$157.99	\$161.31	\$164.70	\$168.16
Process Analyst	\$132.55	\$135.34	\$138.18	\$141.08	\$144.04
Program Integration Specialist	\$166.70	\$170.20	\$173.77	\$177.42	\$181.15
Program Manager	\$168.51	\$172.05	\$175.66	\$179.35	\$183.12
Program Oversight Specialist	\$175.25	\$178.94	\$182.70	\$186.54	\$190.46
Programmer	\$152.06	\$155.25	\$158.51	\$161.84	\$165.24
Programmer/Analyst	\$155.98	\$159.26	\$162.60	\$166.01	\$169.50
Project Leader	\$153.58	\$156.81	\$160.10	\$163.46	\$166.89
Project Manager	\$168.57	\$172.11	\$175.72	\$179.41	\$183.18
Quality Analyst/Trainer	\$39.82	\$40.65	\$41.50	\$42.37	\$43.26
Quality Assurance Manager	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
Quality Management System Administrator	\$43.36	\$44.27	\$45.20	\$46.15	\$47.12
Scribe	\$68.42	\$69.86	\$71.33	\$72.83	\$74.36
Senior Business Analyst	\$154.57	\$157.82	\$161.13	\$164.51	\$167.96
Senior Consultant	\$144.53	\$147.57	\$150.67	\$153.83	\$157.06
Senior Process Analyst	\$149.67	\$152.81	\$156.02	\$159.30	\$162.65
Senior System Analyst	\$161.33	\$164.72	\$168.18	\$171.71	\$175.32

System Analyst	\$132.55	\$135.34	\$138.18	\$141.08	\$144.04
Systems Coordinator	\$45.54	\$46.50	\$47.48	\$48.48	\$49.50
System Tester	\$132.55	\$135.34	\$ 138.18	\$141.08	\$144.04
Supervisor	\$50.64	\$51.71	\$52.80	\$53.91	\$55.04
Technical Specialist	\$89.14	\$91.01	\$92.92	\$94.87	\$96.86
Technical Writer	\$128.29	\$130.98	\$133.73	\$136.54	\$139.41
Technologist/System Integrator	\$154.57	\$157.82	\$161.13	\$164.51	\$167.96
Training Specialist	\$128.29	\$130.98	\$133.73	\$136.54	\$139.41

* Positions are subject to the Service Contract Act.

Notes:

- Discounts are based upon Cognosante's Commercial List effective April 1, 2010.
- Cognosante will offer Government and Contractor site pricing.
- These negotiated prices include (absorb) the Industrial Funding Fee (IFF).